

WHAT IS CLAIMED IS:

1. A performance-based supply chain management system comprising:
an engagement module through which a buyer-supplier engagement is initiated, the
buyer-supplier engagement providing an identification of a product to be supplied and at
5 least one key performance indicator (KPI) by which performance of that buyer-supplier
engagement is to be monitored;

a monitoring module for monitoring performance of the buyer-supplier engagement
through communications exchanged between the buyer and supplier through a server module
associated with the monitoring module, the monitoring being based on the at least one
10 identified key performance indicator; and

a collaboration module that enables the buyer and seller participating in a buyer-
supplier engagement to collaborate regarding issues related to one or more key performance
indicators identified for the buyer-supplier engagement.

2. The system of claim 1 wherein the monitoring module initiates the
15 collaboration module automatically upon determination of a violation with respect to a key
performance indicator.

3. The system of claim 1 further comprising an alert module that alerts one of
the buyer or supplier of a value for a key performance indicator.

4. The system of claim 3 wherein the alert module permits the alerted
20 participant to initiate the collaboration module to collaborate on a resolution with respect to
the key performance indicator.

5. The system of claim 4 wherein the alerted participant may invite other participants to collaborate through the collaboration module.

6. The system of claim 5 wherein the alerted participant invites other participants by providing an electronic address.

5 7. The system of claim 6 wherein the invited participant is sent an electronic message to the electronic address to notify that participant regarding the collaboration.

9. The system of claim 1 wherein the collaboration module provide an open, secure collaboration environment.

10 10. The system of claim 9 wherein the collaboration module enables the exchange of documents during the collaboration.

11. The system of claim 1 wherein the collaboration module enables participants to close out an issue related to the key performance indicator.

12. The system of claim 11 wherein an alert module escalates the issue and notify another participant if the collaboration participants are unable to close out an issue.

15 13. The system of claim 1 wherein the collaboration module enables communication between participants in a format that enables extraction of data and dialog exchanged into an archive.

14. The system of claim 13 further comprising a collaboration archive for storing collaborations between participants.

20 15. The system of claim 14 wherein the collaboration archive stores tradeoff analysis and violation details.

16. The system of claim 14 wherein the engagement module utilizes stored collaboration information as prior performance data for use in enabling buyers and suppliers to enter a buyer-supplier engagement.

17. The system of claim 16 wherein a buyer-supplier matching function is
5 provided by the engagement module and wherein the collaboration information is at least one factor used by the function in selecting potential buyer-supplier matches.

18. A server system that enables buyers and suppliers to connect using a terminal device over the Internet to enable performance-based supply chain management, the server system comprising:

10 an engagement module, operatively connected to at least one buyer terminal device and at least one supplier terminal device, through which a buyer-supplier engagement is initiated, the buyer-supplier engagement providing an identification of a product to be supplied and at least one key performance indicator by which performance of that buyer-supplier engagement is to be monitored;

15 a monitoring module for monitoring performance of the buyer-supplier engagement through communications exchanged between the buyer terminal device and supplier terminal device, the monitoring being based on the at least one identified key performance indicator; and

a collaboration module that enables the buyer terminal device and seller terminal
20 device to collaborate regarding issues related to one or more key performance indicators identified for the buyer-supplier engagement.

19. The system of claim 18 wherein the monitoring module initiates the collaboration module automatically upon determination of a violation with respect to a key performance indicator.

20. The system of claim 18 further comprising an alert module that alerts one of
5 the buyer or supplier of a value for a key performance indicator.

21. The system of claim 20 wherein the alert module permits the alerted participant to initiate the collaboration module to collaborate on a resolution with respect to the key performance indicator.

22. The system of claim 21 wherein the alerted participant may invite other
10 participants to collaborate through the collaboration module.

23. The system of claim 22 wherein the alerted participant invites other participants by providing an electronic address.

24. The system of claim 23 wherein the invited participant is sent an electronic message to the electronic address to notify that participant regarding the collaboration.

25. The system of claim 18 wherein the collaboration module provide an open,
15 secure collaboration environment.

26. The system of claim 25 wherein the collaboration module enables the exchange of documents during the collaboration.

27. The system of claim 18 wherein the collaboration module enables
20 participants to close out an issue related to the key performance indicator.

28. The system of claim 27 wherein an alert module notifies another participant if the collaboration participants are unable to close out an issue.

29. The system of claim 18 wherein the collaboration module enables communication between participants in a format that enables extraction of data and dialog
5 exchanged into an archive.

30. The system of claim 29 further comprising a collaboration archive for storing collaborations between participants.

31. The system of claim 30 wherein the collaboration archive stores tradeoff analysis and violation details.

10 32. The system of claim 31 wherein the engagement module utilizes stored collaboration information as prior performance data for use in enabling buyers and suppliers to enter a buyer-supplier engagement.

33. The system of claim 32 wherein a buyer-supplier matching function is provided by the engagement module and wherein the collaboration information is at least
15 one factor used by the function in selecting potential buyer-supplier matches.

34. A method for performance-based supply chain management comprising the steps of:

enabling a buyer and supplier to initiate a buyer-supplier engagement, the buyer-supplier engagement providing an identification of a product to be supplied and at least one
20 key performance indicator (KPI) by which performance of that buyer-supplier engagement is to be monitored;

monitoring performance of the buyer-supplier engagement through communications exchanged between the buyer and supplier through a server module associated with the monitoring module, the monitoring being based on the at least one identified key performance indicator; and

5 enabling the buyer and seller participating in a buyer-supplier engagement to collaborate regarding issues related to one or more key performance indicators identified for the buyer-supplier engagement.

35. The method of claim 34 further comprising the step of automatically initiating a collaboration session between a buyer and supplier upon determination of a
10 violation with respect to a key performance indicator for that buyer-supplier engagement.

36. The method of claim 34 further comprising the step of alerting buyer or supplier of a value of a key performance indicator to enable the buyer or supplier to initiate a collaboration session with respect to the key performance indicator.

37. The method of claim 36 wherein the alerted participant invites other
15 participants to collaborate.

38. The method of claim 37 wherein the alerted participant invites other participants by providing an electronic address.

39. The method of claim 38 wherein the invited participant is sent an electronic message to the electronic address to notify that participant regarding the collaboration.

20 40. The method of claim 34 wherein the collaboration session provided is provide an open, secure collaboration environment.

41. The method of claim 40 further comprising the step of enabling the exchange of documents during the collaboration.

42. The method of claim 34 further comprising the step of enabling participants to close out an issue related to the key performance indicator.

5 43. The method of claim 34 further comprising the step of alerting another participant if the collaboration participants are unable to close out an issue.

44. The method of claim 34 wherein the server system through which collaboration is provided extracts data and dialog exchanged into an archive.

10 45. The method of claim 44 further comprising the step of storing collaborations between participants into a collaboration archive.

46. The method of claim 45 wherein the collaboration archive stores tradeoff analysis and violation details.

15 47. The method of claim 45 further comprising the step of utilizing stored collaboration information as prior performance data for use in enabling buyers and suppliers to enter a buyer-supplier engagement.